

SAVA COMPLAINT FORM (Once completed, kindly email the form to complaints@sava.africa)

Complainant Information:

- Full Name: _____
- Company Name: _____
- Contact Number: _____
- Email Address: _____
- Account Number: _____
- Preferred Contact Method: ☐ Phone ☐ Email ☐ SMS

Complaint Details:

- Date of Incident: _____
- Nature of Complaint: ☐ Product functionality ☐ Service quality ☐ Staff conduct ☐ Fees or charges ☐ System issues ☐ Other
- Detailed Description of Complaint:

Have you previously reported this issue? ☐ Yes ☐ No

If yes, when?

Supporting Documents Attached? ☐ Yes ☐ No

If yes, please list:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

Desired Outcome:

Declaration:

I confirm that the information provided above is true and accurate to the best of my knowledge.

Signature: _____

Date: _____

For Official Use Only:

- Reference Number:
- Date Received:
- Received By:
- Acknowledge Sent: ☐ Yes ☐ No
- Assigned To: